

Spring 2013

impact

HELP • HOPE • CHANGE



Going the Distance for the Elderly

Ombudsmen improve lives for long-term care residents

While ombudsman Carolyn Mosebar travels no further than 14 miles round-trip to her assigned long-term care facilities in SE Washington, one gets the sense that she would cross rugged mountains and a choppy ocean to help an elder in need.

"The elderly are often taken advantage of. I like doing something to help make their lives better," she says.

As a certified volunteer ombudsman with the Washington State Long-Term Care Ombudsman Program (LTCOP), operated by Multi-Service Center, Carolyn meets regularly with residents and family members of 11 long-term care facilities, ensuring that facility staff honor residents' rights to appropriate care and dignified quality of life. Carolyn is one of 400 volunteer ombudsmen who serve across Washington.

As a voice for vulnerable elderly and disabled adults, many of whom have no family nearby to advocate for them, ombudsmen encounter issues that range from the benign to the harmful. Each is handled with seriousness.

"When one of my vegetarian residents received a blob of mashed potatoes and a tablespoon of green beans as dinner, I spoke to the chef. I said, 'Is this your idea of a vegetarian diet? Where's the protein?' Carolyn said. The resident has had better meals ever since.

Sometimes, a case requires legal action to protect a resident. Such is the case of Bob, an 84-year old, former screen actor. When a conflict arose between Bob's court-appointed guardian and his caregivers, Bob's guardian moved him against

his wishes to a nursing home. Bob was incensed by the move, and helpless to prevent it. "He hated the nursing home, and didn't need to be there," Carolyn said.

To anyone who would listen, Bob berated the nursing home and pleaded to be allowed back home.

"He was really unhappy, and because he didn't want to be there Bob was uncooperative with staff," Carolyn said.

Within weeks, Carolyn was alarmed by his condition.

"He had lost weight and I was concerned about it and mentioned it to staff," she said. Staff assured her it was nothing to worry about.

Carolyn also saw evidence that Bob appeared to be heavily medicated by an anti-psychotic drug called Risperdal, often used to control challenging behaviors. The drug can have long-term adverse side effects as well as fatal consequences for elderly people who have dementia, like Bob.

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"He hated the nursing home, and didn't need to be there."

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Planting Violins?

Helping immigrants avoid language missteps

Wendy Flores, of Renton, was an English teacher before she even recognized it. Years ago, while living in Korea, Flores helped four young Korean women practice their English.

Today, she still puts these skills to work, only now in a more official capacity.

As a volunteer tutor with Multi-Service Center, Flores teaches English as a Second Language (ESL) to five adult students in twice-weekly sessions held at the Fairwood Public Library in Renton. Each student understands and speaks English, but they all lack proficiency in the language.

"One of my students came in after a weekend and said she had planted violins and pansies. She knew immediately that 'violin' wasn't the right word, that 'violet' was," said Flores. Those kinds of missteps with the language can be common for immigrants, even those who have been in the country for a decade or more. As with anything new, practice is key.

Nancy had learned English before she left her native country of Taiwan 20 years ago, "but we had no chance to speak it, and I needed the practice," she said. Meeting regularly with other immigrants trying to improve their English skills, Nancy has grown in her abilities to both speak and understand the language. "I have more confidence now because of this class."

Flores' class is one of five ESL classes offered by Multi-Service Center in Renton and Federal Way.

"One of the ways someone increases their self-sufficiency is to improve their education, such as English as a Second Language," said Amanda Sahli, director, Education and Employment, Multi-Service Center. "The difference between someone knowing the language and someone not knowing it, could be a promising job, or their child's success in school. Learning English helps students become successful parents, productive workers, and responsible citizens."

Volunteer ESL tutors do not need former experience with teaching, nor do they need to know a language other than English. Multi-Service Center provides training.

"Almost anyone can teach ESL," Flores said. "You need to have a desire to help people, and need to be able to embrace learning about different cultures."

"It's really rewarding to watch a student conquer something they have had trouble with. I feel I am helping someone in a small way, helping them so they can get the job, or so they can converse with a neighbor. That's big to me," Flores said.

To learn more about volunteering as an ESL tutor with Multi-Service Center, contact Mike Moreno: (253) 838-6810, ext. 182, or mikem@multi-servicecenter.com. Tutors are especially needed in the Renton and Kent areas, where students are on a waiting list for help.



Thank you!

From Floundering to Focused

Program like 'shot of adrenaline' for young dropout

Standing behind the customer service counter at the St. Francis Medical building in Federal Way, Ian Gardner, 18, grins and says that the "awesome" cafeteria food is one of the favorite things about his internship.

Such lightheartedness is a good sign that Ian is in a better place emotionally.

After 9th grade Ian changed school districts and was crushed to learn that he lacked the correct number of credits to go forward as a 10th grader. He would have to repeat his freshman year. Frustrated and disappointed, Ian dropped out, a decision that plunged him into a dark time.

He tried taking online classes, but found he lacked the motivation to continue. Instead, he searched for a job, but without work experience, finding employment was hopeless. Ian felt helpless.

Then his mother found a possible solution: Multi-Service Center. "My Mom uses the MSC Food Bank, and while there, she found out about GED classes. She encouraged me to enroll," Ian said. MSC's Out of School Youth program offered Ian the hope and help he needed.

"The program got me off the couch and pulled me out of depression," he said. "It was like a shot of adrenaline."



"This past year at MSC was a real boost to me. I've come a long way."

Through Workforce Investment Act dollars, MSC's Out of School Youth program helps dropouts, ages 16 to 21, reach their educational and employment goals through GED classes, job search help and, as funding allows, paid internships. Participants work with a case manager who helps them explore career options and define next steps.

For Ian, once he got the support he needed, it took him only a few months to earn his GED. A short time later, he started an internship at St. Francis Hospital in Federal Way.

"Being paid for the internship helped me out a lot. I could help my mom pay bills and buy food," he said. "It also helped me with budgeting. I was able to put some money from every paycheck into savings."

Ian accrued more than 200 hours of experience in a field in which he one day hopes to work, either as a registered nurse or surgeon. The job also gave him the confidence to pursue the next step in his journey: college.

Last quarter, Ian began pre-requisite classes at Green River Community College to become a registered nurse. He has a focus now, and is on his way forward.

Milk Money

Your spare change, collected in this adorable pint-sized carton, helps to purchase milk for families who rely on Multi-Service Center's Federal Way Food Bank.

"It's something every family who comes through the food bank wants, but milk is rarely donated," said Terri Turner, director, MSC Food Bank.

Milk is pricey for the food bank. To provide a 1/2 gallon to each household once a week, costs approximately \$10,000. "We can't offer milk every week, but it would be great for families to get it once a month," Turner added.

Smith Brothers Farms has partnered with MSC's "Get Milk" campaign to deliver the empty cartons along their Federal Way routes to urge their customers' support of this project.

Get your own carton at Multi-Service Center's front desk (1200 S. 336th Street, Federal Way, 98003) and start collecting coins today. Contact Terri Turner at (253) 838-6810 or territ@multi-servicecenter.com for details.



Affordable Veteran Housing Next Up for MSC

Homeless and low-income veterans will have an affordable place to call home when Multi-Service Center's veteran project is completed next year.

MSC recently purchased Federal Way property, at 29404 Pacific Hwy. S., to develop up to 38 affordable apartments for veterans and their families. A house and commercial strip-mall currently sit on the property. Both will be demolished to make room for the three-story building. Demolition and construction won't begin until 2014.

"There is a tremendous need in the area for affordable housing, especially for veterans. We at Multi-Service Center are committed to being part of the solution," said Robin Corak, CEO, Multi-Service Center. "Our hope is to create a facility that both helps, and honors, those who have served our country."

Modeled on similar veterans' projects in the Puget Sound area, the new apartment building will also house on-site services for residents, such as case management, child advocacy, classes and other services.

Anticipated project funding will include a combination of county and state funds, as well as low-income tax credits.



Going the Distance for the Elderly

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She called in the case to the State Long-Term Care Ombudsman office at Multi-Service Center. With the help of the LTCOP attorney, along with Carolyn and Bob's friends, a new guardian was appointed by the courts. Also, once questioned about Bob's deteriorating condition by the State Ombudsman, the nursing home decreased and finally stopped using the anti-psychotic, which caused Bob to have drowsiness and slurred speech. Within a few days of court proceedings, Bob was moved out of the nursing home, back to the home of his choice. He had lost 46 pounds. "If the ombudsmen hadn't gotten him off those drugs, he could have died," Carolyn said. "I can't tell you how rewarding it was to get him back to his home." "What a huge victory!" Bob concurs.

"When I went to visit Bob back at his caregiver's home, he had a huge grin on his face. He gave me two thumbs-up and said, 'Carolyn, I'm home!'" she said. "It was a day when the caregivers' family was visiting, and the way they all cared for Bob was so great to see. He really is home now."

Carolyn's volunteer work as an ombudsman has not only improved the lives of residents like Bob, it has made her life better as well.

"This has been the most rewarding job I've had in 40 or 50 years of working. I really feel I make a difference," she said. "I encourage more people to become ombudsmen. It is fulfilling and fun."



Learn more about the State Long-Term Care Ombudsman Program at www.multi-servicecenter.com, or www.waombudsman.org. To reach the Ombudsman about a complaint or concern about a licensed care facility please call 1.800.562.6028.



2011-2012

Report to the Community

You Promise a Better Day

You want to help people. It is one of the reasons why you give your time, your gifts. When you sign up to volunteer or write a check and send it off, you hope and trust that your efforts help people.

We want you to know that your gifts have made a difference (and continue to do so). In this newsletter and annual report, we bring you stories from the people you have helped. These stories inspire us and remind us that the work we do together matters. We hope they encourage you as well. Here is one story:

Jeanne has a clerical job in Seattle, which she commutes to by bus each day. Her adult son lives with her and together, they pay the mortgage and their other living expenses. When her son had to have emergency back surgery, he was forced to miss several months of work. Without both incomes, they could not pay all their bills. That is why Jeanne ended up at the food bank. "I just need a little help right now," she said. "Once my son gets a few more paychecks under his belt, we'll be okay."

For years, Jeanne has donated to the food bank. When she has a little extra money or food, she uses it to help another. "I'll donate again as soon as I can," she tells us.

Many of the 53,417 people who turn to Multi-Service Center for help want to get back to a better place. Like Jeanne — perhaps, like each and every one of us — they can imagine a brighter day where food, shelter, clothing, the basic needs of life, are easily within reach.

You provide this concrete help, the tangible necessities that help a family meet their needs. And you do even more. Through your support, you give to people like Jeanne the promise of a someday when "we'll be okay."

It's hard to gauge what hope can do for a person or family. We can't track it in statistics or outcomes. We can only sense it as we talk with someone, or as we see their face light up when we tell them, "you can do it."

Help alongside Hope changes individuals, families, neighborhoods, and communities.

Multi-Service Center is here when people need us only because you were here first, with your support and gifts. You want to help people; and we are here today because you already have. Together, we make our corner of the world a much better place to live and work.

Thank you,



John Carnahan
President, MSC Board of Directors



Robin Corak
Chief Executive Officer, MSC

How You Helped in 2012

You fed Michelle and her family

Michelle's recurrence of breast cancer and the subsequent treatment forced her to close her daycare center, and soon after, her husband's hours at his job were cut back. That's when this family of five began coming to the food bank. "Sometimes I get teary eyed in line because I never pictured myself here," she said. "You cut what you can from the budget, but it's still not enough."

You provided a critical lifeline for Michelle, and 16,064 other people, who were fed by the food bank.



You found a home for Marcus

Marcus, age 11, is being raised by his grandparents. When the three of them were evicted from their apartment after his grandmother lost her job, they bunked with other people until they had no options left. The family eventually found refuge at Multi-Service Center's Family Shelter in Kent, and began working with a case manager to achieve goals for stability. While at the shelter, Marcus was able to thrive and his schoolwork improved. After several months of hard work, the family found a safe and comfortable apartment they can afford.

Through your support, 1,398 people like Marcus were housed last year. An additional 849 people received rent assistance to stay housed.



You got Cathy a good job

Cathy had always worked, but only at temporary jobs. Through MSC's employment program and job search know-how, employment readiness and on-the-job training, Cathy found a good job, "a career job," she calls it, with room to grow in her position. Suddenly, she was able to imagine a brighter future, and as she reduces her debt, she also improves her family's chances of sustaining more stable housing. "You have to take small steps to get to the big picture," she says. "I'm on my way."

With your gifts, you helped 385 people like Cathy find jobs and improve job readiness skills.



You helped Jeffery earn his GED

Before his senior year of high school, Jeffery moved with his family to the Puget Sound area. When he enrolled at his new school, he learned that most of his credits from school in Michigan would not transfer here. Depressed and discouraged, he walked away from school and soothed his sorrow with alcohol and drugs. It took a couple trips to jail for Jeffrey to see a future he did not want for himself. Instead, he turned to Multi-Service Center, and once he knuckled down he earned his GED in one month. "This program really built my self-confidence," he said. "I was expected to want to do good for myself, and I did."

With your support, 37 students like Jeffery earned their GED and 82 improved their English.



You kept Lori warm in her house

For individuals and families with limited incomes, paying bills is often a juggling act to keep creditors at bay. Through MSC's energy program and your support, people can choose to keep their heat on *and* pay the rent. Such is the case with Lori, whose total income each month is \$699. "By the time my check arrives, it is already spent," she says. "Without your help, I would seriously not be able to live in my home."

You kept Lori's household, and 9,789 others, warm this past year.



You stood up for Dorothy

Dorothy, age 84, was moved against her wishes to an assisted living facility. Her daughter, who believed she was doing the best for her mother who has dementia, didn't know how else to keep her mother safe. Dorothy hated being stuck in the facility where her husband had died three years ago. Dorothy's local ombudsman stepped in and helped mediate another solution — home health care. Dorothy could stay in her own home, and her daughter could have peace of mind. Through your support, trained and certified volunteers visit long-term care facilities to inform consumers of their rights as residents, and work to resolve problems on their behalf. Whether the problems they encounter are inappropriate care, loss of dignity, illegal discharges, or other issues, vulnerable people have strong advocates in MSC's Long-Term Care Ombudsman Program.

Because of your support, complaints on behalf of 3,165 individuals were investigated by ombudsmen across the state, and 92% of them were resolved in-house.



Volunteers Give Big



Volunteers made a critical difference in Multi-Service Center's mission, helping to reach 53,417 people services last year. **624 volunteers contributed 72,850 hours of service** as computer operators, van drivers, food distributors, clothing sorters, tutors, ombudsmen, fundraisers, outreach workers, painters, organizers, and more. Our fiscal year 2012 audit values this as a contribution worth \$1.1 million, but to those in our community who benefit from your service, your time and commitment is priceless. Thank you!



Financial Statement

STATEMENT OF ACTIVITY

Period Ending June 30, 2012

Public Support

Contributions/Special Events	374,479
Foundations/Corporations	452,786
In-Kind Donations	2,632,588

Total Public Support \$ 3,459,853

Other Revenue

Government Grants	8,591,757
Contract for Services	725,557
Government Food Commodities	178,209
Property Income	738,847
Other Revenue	259,193

Total Other Revenue \$ 10,493,563

Net Assets Released From Restriction 281,181

TOTAL SUPPORT AND REVENUE \$ 14,234,597

Expenses

Program	13,045,676
Management and General	854,241
Fundraising	226,525

TOTAL EXPENSES \$ 14,126,442

Change in Unrestricted Net Assets	108,155
Net Assets Released From Restriction	(281,181)
Prior Period Adjustment	(58,588)

Total Change in Net Assets \$ (231,614)

Net Assets, Beginning of the Year \$ 5,909,259

Net Assets, End of the Year \$ 5,677,645



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Multi-Service Center's mission is to help people achieve greater independence and discover the power of their choices.

ABOUT US: MSC is a 501(c)3 nonprofit agency that offers people pathways out of poverty through support and resources in education, employment, housing, energy assistance, food, and clothing. We also provide statewide advocacy for elderly and disabled residents of long-term care facilities.

LEARN MORE: Call (253) 838-6810 or on the Web at www.multi-servicecenter.com.

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Learn all this and more from staff in our State Long-Term Care Ombudsman Program, skilled advocates for the best quality of life and care of people living in long-term care facilities.

The State Long-Term Care Ombudsman Program, operated by Multi-Service Center, is independent of any facility or government entity, and works to insure the best quality of life and care for residents of long-term care facilities. Trained and certified ombudsmen provide information to residents about their rights, work to resolve complaints, monitor the enforcement of the laws by DSHS, and advocate for improvements in the long-term care system. They spend time in more than 2,000 facilities each year.

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* Long-Term Care settings include Assisted Living, Nursing Homes, Adult Family Homes. This program provides general consumer information. We cannot and do not recommend any particular facilities.